



CONTINUOUS RECRUITMENT EXAMINATION OPEN TO THE PUBLIC INFORMATION TECHNOLOGY ANALYST 1

ANNUAL \$53,926
SALARY: \$69,046

SALARY
GROUP: EU 23

APPLICATION CLOSING
DATE: SEE BELOW

EXAM
NO: 071610CRDS

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW. (REISSUED WITH DATES FOR 2011)

PURPOSE OF CLASS: In a state agency Information Technology (IT) environment, this class is accountable for performing a range of information technology tasks and application development in an IT environment.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY THE CLOSING DATE:

GENERAL EXPERIENCE: Five years of experience in information technology (IT) operations support, programming or another IT related support area.

SPECIAL EXPERIENCE: Two years of the General Experience must have been performing basic technical support work in one of the following areas: (1) Help desk functions. (2) Installing and maintaining basic computer hardware and software. (3) Basic technical work in data communications, microcomputer support, production control or programming. [Note: For state employees basic technical support work is interpreted at the level of Information Technology Technician.]

SUBSTITUTIONS ALLOWED: (1) College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen semester hours equaling six months of experience to a maximum of four years for a Bachelor's degree. (2) A Master's degree in management information systems, computer science or electrical engineering may be substituted for the General and Special Experience. (3) For State Employees one year as a Information Technology Analyst Trainee may be substituted for the General and Special Experience. (4) For State Employees two years as a Information Technology Technician may be substituted for the General and Special Experience.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of data control functions; considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and techniques of computer programming; knowledge of programming languages; knowledge of principles of information systems; knowledge of principles and concepts of network environments; knowledge of computer operating systems; knowledge of fundamental principles and theories of business and planning functions; knowledge of principles and techniques of systems analysis, design and development; knowledge of capabilities of computer equipment and technology; considerable technical problem solving skills; considerable logic and analytical skills; interpersonal skills; oral and written communication skills; considerable ability to install and maintain microcomputer hardware, software and network components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to write, test and debug computer programs; ability to use programming development tools; ability to identify, analyze and resolve simple business and technical problems.

THE EXAMINATION WILL BE COMPOSED OF:

<u>PART</u>	<u>WEIGHT</u>
EXPERIENCE AND TRAINING	100%

APPLICATION AND EXAMINATION PROCEDURE: In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above. Make certain your application form clearly details your employment history, including job titles, dates of employment and actual job duties as well as college degrees earned and current licenses and certifications. List and describe positions (job titles) you have held separately, even if with the same employer. **Be sure to detail your experience in the following: (a) computer operations support, (b) help desk support, (c) desktop support (e.g., installing and configuring hardware and software on workstations or PCs; installing local and network printers, scanners and other peripherals, etc.), (d) network support (installing basic network components; troubleshooting problems with network software and/or network connectivity; performing technical work in data communications, etc.), (e) computer programming, and (f) production control.** Clearly describe the work (duties) that you personally performed in each position. **THIS MATERIAL WILL CONSTITUTE THE EXAMINATION FOR THIS CLASS.** Your examination will only be scored if you meet the minimum experience and training requirements outlined above. Mail applications to DAS/Human Resources, Room 404, 165 Capitol Avenue, Hartford, CT. 06106-1658 (**Secure Fax #860-622-2840**). If faxing materials, keep a copy of your completed application form and the fax transmittal receipt for your records. Make certain that your application form is complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. Due to the large number of applications received, we cannot confirm receipt of applications. Applications must be date stamped by DAS/Human Resources or postmarked **by MARCH 7, 2011 for the APRIL 14, 2011 grading date; and by SEPTEMBER 7, 2011 for the OCTOBER 14, 2011 grading date.** Applicants must meet the experience and training requirements by the closing date for the exam administration they are applying for. **A separate application form must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://www.das.state.ct.us/exam>) or at any one of the Offices of the Connecticut State Job Centers.

(revised October 20, 2010)

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.